

PURPOSE

The Michigan Department of Health and Human Services (MDHHS), Office of Recipient Rights (ORR) requires staff have the education, training, and experience necessary to assure that it can effectively protect and promote the rights of recipients and fulfill its statutorily mandated responsibilities.

DEFINITIONS**Basic Skills – Part 1**

The first part of the mandatory training, this course is designed to provide participants with the knowledge of the laws required to carry out the mandates of the Mental Health Code and the activities necessary to operate an ORR office in compliance with applicable laws, rules, and standards.

Basic Skills – Part 2

The second part of the mandatory training, this course provides participants with the skills related to investigation, report writing and processing, needed to carry out the requirements of the Michigan Mental Health Code.

Continuing Education Unit

One Continuing Education Unit (CEU) is one clock hour (60 minutes) of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. The primary purpose of the CEU is to provide a permanent record of the educational accomplishments of an individual who has completed one or more significant educational experiences.

Category I Credits

Operations This category includes programs that support and enhance the fundamental scope of responsibilities and effective work of recipient rights staff. These may be directly related to prevention, complaint resolution, and monitoring and education that support the fundamental scope of a Rights Office's operations.

Category II Credits

Legal Foundations This category includes programs that enhance the understanding and application of the Mental Health Code,

Administrative Rules, Disability and Human Rights Laws, HIPAA and the MHC, Federal Laws and regulations and any other laws addressing the legal rights of a mental health recipient.

Category III Credits

Leadership This category includes programs that support and enhance the leadership abilities of rights staff.

Category IV Credits

Augmented Training This category includes training sessions that contain information that would help rights staff have a better understand the people they serve, their families, or training indirectly related to rights but affecting rights.

POLICY

Director of the Office of Recipient Rights (ORR)

The director of the ORR must have, at a minimum, a bachelor's degree in a human service or related field.

The director of the ORR must also have, at a minimum, three years of experience as a professional manager or equivalent experience.

To effectively direct the operations of the office and assure that its responsibilities are fulfilled, the director of the ORR must have at a minimum three years of experience in rights protection and advocacy processes in either the private or public sector.

Training for Office of Recipient Rights Staff

1. All newly hired ORR staff must attend Basic Skills Part 1 and Part 2 defined in this item within 90-days of employment.
2. A minimum of 36-contact-hours of continuing education or training is required over a three-year period subsequent to the completion of the basic skills requirements, and every three-year period thereafter.
3. The 36-contact-hours obtained must be in rights-related activities and must fall within one or more of the categories identified in the definitions above. At least 3 credits must be earned each calendar year.
4. A minimum of 12-contact-hours must be obtained in programs classified as Category I or II.

5. CEU's may be received by attending programs or conferences developed by the department, other rights-related organizations, organizations that have applied for MDHHS ORR approval of their programs.
6. ORR must keep records on categories of training received by its staff for the annual report required by Section 330.1754 of the Mental Health Code.
7. The MDHHS ORR must convene, at least annually, a training conference for staff of its office, community mental health services programs and licensed psychiatric hospitals, and interested others for the following purposes:
 - To comply with training requirements for staff of state and community-based recipient rights offices mandated by the Michigan Mental Health Code.
 - To assure a uniformly high standard of recipient rights protection in Michigan.
 - To assure informed and knowledgeable recipient rights staff across the state.

REFERENCES

- Michigan Mental Health Code, MCL 330.1752
- Michigan Mental Health Code, MCL 330.1754

CONTACT

For more information concerning this policy, contact the director of the Office of Recipient Rights.